

Improving the Delivery of Health Care in Rural Tribal Communities by Implementing Culture of Safety Initiatives

Overview

This poster describes the efforts of the Standing Rock Service Unit's journey towards a Safety Culture. The Partnership to Advance Tribal Health and the Leadership Team at the Standing Rock Service Unit, which provides healthcare to the Standing Rock Tribal Communities, collaborated to establish a common goal of an improved Safety Culture for their community and facility.



BUILDING A CULTURE OF SAFETY

The Great Plains Indian Health Services has set a priority to improve the Safety Culture of all its facilities. *To reinforce our priority, we will be using the survey completion and follow up as part of our facility CEO's annual evaluations.*

What is a Safety Culture?

A Safety Culture consists of four general components:

1. Reporting Culture
2. Just Culture
3. Flexible (Teamwork) Culture
4. Learning Culture

How are we going to achieve a Safety Culture?

1. **Culture of Safety Survey**—This allows us to listen to caregivers and understand our driving and restraining forces.
2. **Just Culture**—Develops an enabling framework for reporting and learning. Also, establishes Collective Mindfulness as a core principle.
3. **Reporting Awareness Campaign and Training**—Train and empower for System-Focused incident Reviews.

What is the culture of safety survey?

The Safety Culture Survey allows you to identify your safety culture's strengths and weaknesses by measuring employees' perceptions about the effectiveness of the current safety culture.

Standing Rock Service Unit

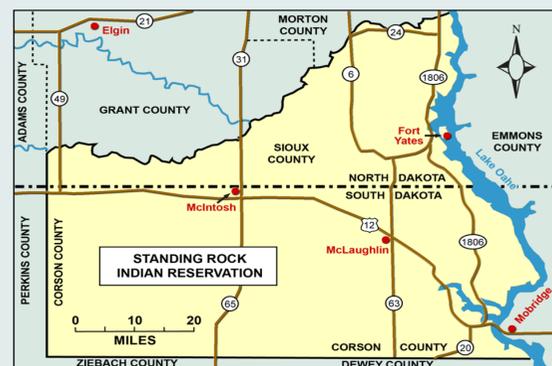
The Standing Rock Service Unit is the **primary source** of healthcare for the Standing Rock Sioux Tribe. It serves as the healthcare facility of the native American population within the Standing Rock Nation and surrounding communities.

The Standing Rock Service Unit registered population is 19,040 and user population is 8,612.



Community Background

The Standing Rock Reservation borders North Dakota, South Dakota and the Missouri River. There are 8 communities that span across the 2.3 million acres.

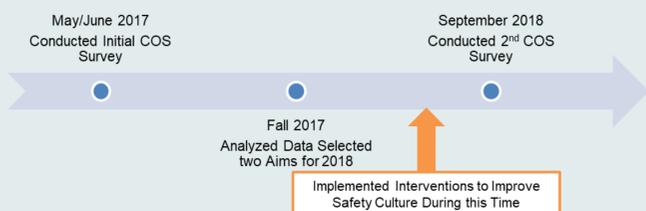


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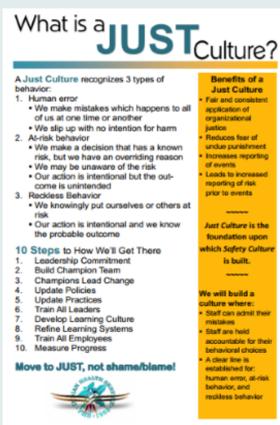
Background

- Leadership recognized the need for an improved safety culture
 - Collaborated with PATH and developed a plan
- Conducted initial Culture of Safety Survey
- Analyzed the results and focused on two key areas:
 - Aim 1: Increase desired response rate from 39.3% to 43% for the survey question, "Staff feel like their mistakes are held against them."
 - Aim 2: Increase desired response rate from 33.9% to 37% for the survey questions, "Hospital units do not coordinate well with each other" and "This office is more disorganized than it should be."



Interventions

- Online Culture of Safety Survey
- Hosted an Awareness Campaign describing "Why"
- Leadership Team took action based on results and set goals
- Informed staff of aims
- Empowered staff to speak up with leadership support
- Adapted a Quality/Data Transparency Board
- Initiated the Good Catch Program
- Initiated Just Culture and trained all management staff



Outcomes

AIM 1: "Staff feel like their mistakes are held against them"
2018 Goal: 43%
2018 Outcome: 52.2%!



AIM 2: "Hospital units do not coordinate well with each other" and "This office is more disorganized than it should be"
2018 Goal 37%
2018 Outcome: 51.9%!



Reflection

- Creating a Culture of Safety for employees aligns nicely with D/Lakota values
- Wówaunšila—Caring and compassion
 - A work environment where employees feel safe, valued, and heard creates a safe environment for the patients



"We do this so that the people may live."



Strategies for Sustainability and Action

- Continue to conduct Culture of Safety Surveys and set goals for improvement
- Continue to implement and sustain Just Culture using training and leadership commitment which includes learning modules for all new staff
- Focus on improving reporting
- Focus on implementing improved communication and teamwork processes